

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARC G. ROSE, MELANIE HALEY,  
AND THOMAS L. ROSE

COMPLAINANTS

v.

GTE SOUTH INCORPORATED

DEFENDANT

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) CASE NO. 96-052  
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O R D E R

On March 1, 1996, the Commission ordered GTE South Incorporated ("GTE") to satisfy or answer the formal complaint filed against it on February 12, 1996 by Marc G. Rose, Melanie Haley, and Thomas L. Rose ("Complainants"). The Complainants allege that GTE has been crediting the wrong account and failing to respond to their billing inquiries. GTE answered the Complaint on March 11, 1996.

On May 8, 1996, the Commission, on its own motion, scheduled an informal conference to discuss the issues raised in GTE's Answer to the Complaint and the Complainants' responses to GTE's Answer. During the conference, GTE submitted a written summary of the activity on the accounts of Melanie Haley and Marc Rose.

As a result of the conference, GTE provided additional information which included the names, addresses, and telephone numbers of GTE personnel that should be contacted if the Complainants encounter further problems with GTE's customer contact procedures.

Having reviewed the evidence of record and being otherwise sufficiently advised, the Commission finds that GTE has satisfied the Complaint pursuant to Commission Regulation 807 KAR 5:001, Section 12(5).

IT IS THEREFORE ORDERED that this case be and it hereby is dismissed.

Done at Frankfort, Kentucky, this 2nd day of July, 1996.

PUBLIC SERVICE COMMISSION

Linda K. Breathitt  
Chairman

E. J. [Signature]  
Vice Chairman

Robert M. Davis  
Commissioner

ATTEST:

Don Mills

Executive Director